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To: U.S. Patent and Trademark Office – From: Christian R. Andersen
Examiner: B.W. TAYLOR Sr. Paralegal – Intellectual Property
Group Art Unit: 2643

Fax: 703-872-9306

Pages
with 20
Cover:

FORMAL SUBMISSION OF:

- 1) Amendment Transmittal; and 2) Amendment.

Title: APPARATUS AND METHOD FOR MONITORING PERFORMANCE OF AN
AUTOMATED RESPONSE SYSTEM
Serial No. 10/090,234
Filing Date: March 4, 2002
First Named Inventor: Daniel McCARTHY
Atty. No. 01-4007

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


Christian R. Andersen

Date of Transmission: September 3, 2004

In re Application of:

DANIEL MCCARTHY et al.

Application No: 10/090,234

Filed: March 4, 2002

Docket No. 01-4007

Customer No.: 32127

Examiner: Barry W. Taylor

Group Art Unit: 2643

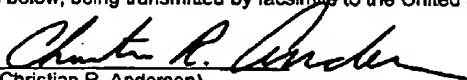
For: APPARATUS AND METHOD FOR MONITORING
PERFORMANCE OF AN AUTOMATED RESPONSE
SYSTEM

CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8(a))

I hereby certify that this correspondence is, on the date shown below, being transmitted by facsimile to the United States Patent Office at 703-872-9314.

Dated: September 3, 2004

Signature:


(Christian R. Andersen)

MAIL STOP AMENDMENT
THE COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an Amendment in the above-identified application.



No additional fee is required.


The fee has been calculated as shown below:

CLAIMS AS AMENDED						
	(2) CLAIMS REMAINING AFTER AMENDMENT		(4) HIGHEST NO. PREVIOUSLY PAID FOR	(5) PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL CLAIMS	* 30	MINUS	** 30	0	\$9 \$18	\$00
INDEP. CLAIMS	* 10	MINUS	*** 10	= 0	x \$43 \$86	\$00
Fee for Multiple Dependent claims \$145 ⁰ /\$290						\$-0-
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT---						\$00

- * If the entry in Column 2 is less than the entry in Column 4, write "0" in Column 5.
- ** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 20, write "20" in this space.
- *** If the "Highest Number Previously Paid For" IN THIS SPACE is less than 3, write "3" in this space.

- ☐ Verified Statement claiming small entity status is enclosed, if not filed previously.
- ☐ A check in the amount of \$_____.00 is enclosed.
- ☐ Charge \$_____ to Deposit Account No. 07-2347. A duplicate copy of this sheet is enclosed.
- ☒ Any prior general authorization to charge an issue fee under 37 C.F.R. 1.18 to Deposit Account No. 07-2339 is hereby revoked. The Commissioner is hereby authorized to charge any additional fees under 37 C.F.R. 1.16 and 1.17 which may be required during the entire pendency of this application, or to credit any overpayment, to Deposit Account No. 07-2347. A duplicate copy of this paper is enclosed.
- ☐ A check in the amount of \$_____ to cover the fee for a _____ month extension is enclosed.
- ☐ A check in the amount of \$_____ to cover the Information Disclosure Statement fee is enclosed.

Respectfully submitted,


Joel Wall
Reg. No. 25,648

Date: September 3, 2004

c/o Christian R. Andersen
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NY_MAIN 438313v1

SEP 03 2004**PATENT**
Attorney Docket No. 01-4007
Application Serial No. 10/090,234**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of:)
:)
DANIEL MCCARTHY ET AL.)
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Application No.: 10/090,234)
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Filed: March 4, 2002)
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For: APPARATUS AND METHOD)
FOR MONITORING)
PERFORMANCE OF AN)
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Customer No.: 32127

Examiner: Barry W. Taylor

Group Art Unit: 2643

Mail Stop: Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action dated June 4, 2004 please amend the above-identified application as follows. The changes to the claims are reflected in the listing that begins on page 2, and the Remarks begin at page 13.